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Intelenet Commission

WINTER 2001-02

Intelenet Commission

ONE-ON-ONE WITH LAURA LARIMER, CHIEF INFORMATION OFFICER, STATE OF INDIANA

Brad Wochomurka, a DePauw University journalism student interviewed Laura Larimer in December. Among the many hats she wears for the state of Indiana, Laura Larimer is Indiana's Chief Information Officer, Director of the Department of Information Technology, Director of the Information Technology Oversight Commission, and Vice Chair of the Intelenet Commission.

Brad: Where do you see technology in state government going, and what new developments can citizens expect to see?

Laura: I see technology as an enabler, a driver that allows government to do what it was meant to do, which is to better serve citizens. That is what we exist to do.

Our state's Web site, *accessIndiana*, has reshaped our traditional view of government by cutting across departmental lines with information and services geared toward citizens and businesses and organized around function instead of department structure.

For example, something that affects every citizen is filing taxes. In Indiana, even before technology became a factor, we recognized that citizens prefer to combine state and local taxes instead of filing those returns separately. We've been doing that for years with paper filings. Now technology, through I-File, lets us file state and local taxes online.

Several other state and federal Web applications offer simultaneous online filing for federal, state and local taxes. By entering the information once, the other forms are automatically filled out. People like it when you reduce the amount of time they have to sit and type information.

Laura Larimer

Citizens also want to find information with as little effort as possible. By organizing the *accessIndiana* homepage into categories such as "Working in Indiana," "Learning in Indiana" and "Visiting Indiana," citizens and businesses can access a wealth of information with a minimal amount of clicks.

For instance, under "Working in Indiana," a citizen can find out about the licensing requirements for licensed occupations, discover life-long learning resources, and access employment opportunities with the state, as well as opportunities listed through our unemployment offices. A business can get tax information, find out how to start a business in Indiana, and order a Limited Criminal History report on a potential new hire.

Brad: What is Indiana doing to make government more accessible online?

Laura: One of our goals is to adopt a technology used in many commercial applications that allows citizens to personalize a Web site's home page.

For example, some newspapers offer personalized home pages that allow readers to choose the types of articles they want presented when they visit that newspaper's Web site. Readers interested in editorials, sports and international news would see links to those articles on their personalized homepages when they accessed the site.

When we apply this technology to *accessIndiana*, someone interested in outdoor recreation, for example, might personalize his or her home page with links to campground reservations and tourism. Someone else with an interest in the legislative process and state law might choose BillWatch and the Indiana Code. Personalized home pages will provide citizens the information and services they want up front and reduce the amount of time they spend searching for what they want.

Brad: How will the current state budget crunch affect Indiana's technology initiatives?

Laura: One of the things that comes out of budget crunches is change, and this current crisis is no exception. I expect it will drive a lot of change that will be Web-based, because the Web can reduce cost and improve customer convenience, simultaneously.

For example, last year I-File saved the state more than $51,000 in processing fees because it's cheaper to process the electronic form than it is to process the paper return. Altogether, in 2001, electronic filing through I-File, E-file, Telefile, 2-D barcode processing and other electronic filing saved approximately $290,000. And these numbers continue to grow as more and more people choose *accessIndiana* services! At the same time, electronic filing does math computations for you, saves the cost of mailing the return, and is the fastest way to get a refund when one is due. These benefits really show how state services can become more cost-effective and customer friendly when offered online.

Our goal should be to provide an online service for every interaction between citizens and state government. People should have a choice: click, call, or come in.

Brad: How does *accessIndiana* safeguard citizens' privacy?

Laura: Privacy of a citizen's personal information is one of our highest priorities. *accessIndiana* does not collect, nor does it release information on citizens who visit the state's Web site. Secure servers, firewalls, data encryption and other security measures protect personal information. Our policy is to use personal data only for the purpose for which it was provided.

We encourage every visitor to *accessIndiana* to take a few moments to review the privacy policy posted on the home page. This policy provides more detail on exactly what measures *accessIndiana* is taking to safeguard privacy for citizens.

GOVERNOR O'BANNON INVITES STUDENTS TO PARTICIPATE IN WEB CONTESTS

Governor Frank O'Bannon wants Indiana schoolchildren to demonstrate their talents as artists and as users of Internet technology by participating in two Web contests.

The governor announced the two contests in January:

- *accessIndiana*, the state's official Web site, is sponsoring the "What's So Great About Indiana?" Screen-Saver Contest for the third year. Fourth-graders are invited to submit original artwork to illustrate what makes Indiana great.
- The Indiana Web Academy is sponsoring a Web site development contest for individual students or teams in grades 4–12 at member schools to design and build original Web sites.

The top 20 entries in the screen-saver contest will be featured on *accessIndiana*, and citizens will be able to vote online for their favorite submission. Five winners will be chosen.

Winning entries from last year's contest focused on family and community service or depicted the wide variety of attractions in the Hoosier state, from state parks and basketball to horse breeding and auto racing.

"We're pleased for our students to use their academic skills to reflect on the Hoosier values and ideals that make our state a wonderful place to live, work and go to school," O'Bannon said. "This is a great opportunity for our fourth graders, who are learning Indiana history and who are becoming increasingly knowledgeable users of online resources for research and education."

The second contest calls for original Web site designs that may be posted to the Indiana Web Academy's site.

Entries in the Indiana Web Academy contest will be judged on their educational value, design elements, ease of navigation, and artistic appeal. Each entry must have a sponsoring teacher. Prizes range from computer accessories to up to a $200 classroom grant for the teacher sponsoring the first-place winner.

"We are happy to encourage our students to demonstrate their knowledge and abilities in using Internet technology through the Indiana Web Academy contest," said Dr. Suellen Reed, Superintendent of Public Instruction. "This contest is another effort that will help children develop the building blocks they need to join Indiana's high-tech workforce of tomorrow."

Students may enter either contest immediately.

Contest rules, dates and a list of winners from previous "What's So Great About Indiana?" contests are available on *accessIndiana* at www.IN.gov/contest.

accessIndiana WEB NOTES

HOW MANY BILLS can BillWatch watch? Why, as many as you'd like! This newly enhanced service available at www.IN.gov/billwatch gives subscribers instant e-mail notification of actions taken on selected bills. New features let users sort and prioritize bills, jot notes online, e-mail custom reports, and much more. A free service is also available on the Indiana General Assembly's Web site at www.IN.gov/legislative.

HOOSIER HOMELAND SECURITY comes online via the Indiana Counter-Terrorism and Security Council (C-TASC). The council is helping citizens stay abreast of the state's response to the September 11 terrorist attacks through its new Web site at www.IN.gov/c-tasc. The site features links to state and federal resources, Indiana State Police training videos on anthrax awareness and protection, and the latest news from this newly formed council chaired by Lieutenant Governor Joe Kernan and headed by Director Clifford Ong.

TEACH YOUR CHILDREN WELL in the classroom and beyond, about how the law is being applied to cases before the Indiana Supreme Court, Indiana Court of Appeals and Indiana Tax Court. Chief Justice Randall T. Shepard has spearheaded a project to put the courts' oral arguments online, in RealVideo format, so they may be viewed by the public and used as teaching tools in the classroom. "Case of the Month" offers a detailed case summary, case briefs and curriculum units written for that particular case. See it all at www.IN.gov/judiciary/education/oao.html.

GET THE FACTS about tobacco use in Indiana and what the state is doing to help its citizens quit, on the Indiana Tobacco Prevention and Cessation (ITPC) Web site at www.IN.gov/itpc. The site provides comparative tobacco-use data on other states, cultures and age groups, as well as links to relevant Indiana Code citations, state and federal resources and current ad campaigns. ITPC's comprehensive site is a terrific source for anyone interested in learning more about snuffing out puffing.

JACKALOPES HAD BETTER CHECK SIX, because Indiana hunters are well trained and have hunter education certificates online to prove it. The Department of Natural Resources (DNR) has provided an online service at www.IN.gov/dnr for citizens to search and download their hunter education certificates, which many must provide to vendors before purchasing a hunting permit. Look for hunting, trapping and fishing licenses to be available for purchase online soon. Notice to horned bunnies: watch your cottontails!

PURCHASE HUNTING, TRAPPING AND FISHING LICENSES online through DNR's new service at www.wildlife.IN.gov. The site offers all resident and non-resident licenses, plus trout/salmon, waterfowl and game bird stamps for $1.00 plus a nominal processing fee above the standard cost of the license. Just point, click and print your license on the spot before pointing and clicking your rifle this season. Remember: duck season may be limited, but it's always open season on mice.

WHAT WERE THE ODDS that the Indiana Department of Revenue's (DOR) I-File application would win yet another honor in 2001? The Center for Digital Government recognized DOR once again, this time as a "Best of Breed" e-Government Solution, citing the "strong partnership [between *accessIndiana* and DOR] built on trust" that helped them work together to create a "seamless" system. From the top of the stretch to the finish line, I-File is a winner among Hoosiers.

THE NUMBER ONE WEB SITE on the state portal for the sixth straight month is not the Department of Personnel's Job Bank, it's not the State Emergency Management Agency's Tech Hazards Division, and it's not even Governor Frank O'Bannon's Newsroom. No, neither rain, nor sleet, nor national crises have stayed the Hoosier Lottery Web site, at www.IN.gov/hoosierlottery, from taking first place. Check winning lottery numbers on the go by using Hoosier Lottery's new Wireless PDA application. Fun is good, and now it's portable!

The filing window for Year 5 Universal Service Funds (USF) has closed. All FCC Form 471s were due to the Universal Services Administrative Company (USAC) by midnight on 17 January for the funding year 1 July 2002 through 30 June 2003.

The Intelenet Commission submitted applications for all school and library Indiana Telecommunications Network (ITN) customers for Internet connections, including an application for additional connectivity beyond current connections.

Intelenet has also filed for those school corporations that had indicated interest in participating in Intelenet's long-distance voice contract through Qwest.

Intelenet will track applications through the review and approval process during the upcoming months. Funding commitments may be released by the USAC through funding waves beginning in April.

Any questions regarding the Year 5 USF applications may be directed to Marcia Ping, Project Manager for USF at 317.233.2198 or at mping@intelenet.state.in.us.

THE STATE OF INDIANA'S DRAGNET

The story you are about to read is true. No names have been changed to protect the innocent. Just the facts, here. Just the facts.

Imagine a world where a police officer stops a driver on a remote county road for a routine traffic violation and discovers, within minutes, that the driver is a suspected terrorist wanted by the U.S. Justice Department.

In our imaginary world, the officer would scan the driver's fingerprints onto a wireless PDA and transmit the images to a mammoth database at Indiana State Police headquarters to be matched against existing records. The image would then be crosschecked instantly against databases at the FBI, the CIA and INTERPOL. The officer would make the arrest and thwart a possible terrorist threat.

Such a world is not so far away when you consider the rapid pace of technology made possible by the Indiana Telecommunications Network (ITN).

The Indiana State Police (ISP), in partnership with the Indiana Criminal Justice Institute (ICJI), have created a state "dragnet," called the Automated Fingerprint Identification System (AFIS), which runs on the ITN.

If that's too much alphabet soup for you, try this: AFIS is an inkless fingerprinting system that connects the state police's central database of over 900,000 arrest cards, which contain fingerprints, to databases at 31 sheriff and police departments across the state, including the Indianapolis Police Department.

AFIS uses Live-scan workstations to capture forensic-quality "tenprints." These computer-generated images are sharper than traditional inked fingerprints, according to NEC Corporation, the hardware provider.

Major Karen Butt, ISP Division Commander, said the department began looking at the criminal history system in 1993 because its fingerprint database, comprising about 800,000 fingerprint cards, had become obsolete and needed an upgrade.

Now, about one-third of the state's counties participate in AFIS, collecting and sending the state police approximately 80 percent of all fingerprints taken in Indiana. When a person is arrested for a felony or Class A misdemeanor, state law mandates that county clerks' offices send ISP the disposition, which includes the fingerprint card. Eventually, the state plans for all 92 counties to participate in the AFIS system.

AFIS has produced more fingerprint matches than were possible using the old system. "During 2001, we matched approximately 60 fingerprint records," said Maj. Butt. "In one year, the AFIS system produced over 360 times more matches than the previous system, which yielded only five or six hits in 10 years."

It takes just seven minutes to run a set of fingerprints against the state police database. ISP is testing search capability against the FBI's database of over 40 million prints, which so far returns results to the state police and to the county in only two hours.

In addition, state police personnel run "latent" or crime-scene prints against the system continually in search of a match. Experts select the top 25 corresponding prints to examine, and, if all goes well, produce a match.

"Applicant" fingerprints, or those taken for employment purposes, are not kept or used for criminal history searches or matches, according to Maj. Butt.

The possibilities for real-time, field use of fingerprint matching are more than a dream away. For example, six Iowa schools use wireless PDAs to e-mail dispatchers at the Des Moines Police Department and to query state databases for driver's licenses, auto registrations, stolen property and arrests.

In Indiana, police and sheriff's departments from Porter County to Carmel to Columbus, use laptop computers in patrol cars to query and retrieve data from their departments. Departments query state and federal criminal background information over the Internet, as well.

All of which should go toward making us feel a little safer, one ITN connection at a time.

For more information on the AFIS system, please contact Maj. Karen Butt, Indiana State Police, at 317.232.8263. Questions about the Indiana Telecommunications Network should be directed to Kelly Jones Sharp, Intelenet Commission, 317.233.9971.

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